

WHAT IS CLAIMED IS:

- 1 1. A telemarketing system on the Internet
- 2 comprising:
 - 3 a. an agent client coupled to the Internet;
 - 4 b. a telemarketing server system coupled to the
 - 5 Internet, said telemarketing server system obtaining a
 - 6 telemarketing request from a customer through the Internet,
 - 7 and routing said telemarketing request through the Internet
 - 8 to said agent client if an appropriate agent is available,
 - 9 and to a queue if an appropriate agent is not available;
 - 10 and
 - 11 c. a supervisor client coupled to the Internet,
 - 12 said telemarketing server system sending telemarketing
 - 13 system information to said supervisor client, said
 - 14 supervisor client comprising a supervisor page for
 - 15 permitting manual adjustment of the queue based at least in
 - 16 part on the telemarketing system information.
- 1 2. The telemarketing system of claim 1, wherein
- 2 said manual adjustment of the queue is permitted through
- 3 the Internet.

1 3. The telemarketing system of claim 1, wherein
2 said telemarketing system information is sent to said
3 supervisor client through the Internet.

1 4. The telemarketing system of claim 1, wherein
2 said supervisor page contains a list of each active agent.

1 5. The telemarketing system of claim 4, wherein
2 said supervisor page further provides access to each active
3 agent's profile.

1 6. The telemarketing system of claim 4, wherein
2 said supervisor page displays a workload of each active
3 agent.

1 7. The telemarketing system of claim 6, wherein
2 said supervisor page further provides access to call
3 profiles of calls in an agent's workload.

1 8. The telemarketing system of claim 6, wherein
2 the workload display for each agent is a plurality of icons
3 corresponding to queued and active calls, said icons being
4 selectable for displaying information about the
5 corresponding call.

1 9. The telemarketing system of claim 8, said
2 icons further being moveable to reassign a corresponding
3 call to another agent.

1 10. The telemarketing system of claim 1, wherein
2 the telemarketing system information comprises historical
3 and real-time information.

1 11. A method for providing telemarketing ✓
2 services through the Internet, comprising the steps of:
3 receiving a telemarketing request from a customer
4 through the Internet;

5 forwarding said telemarketing request through the
6 Internet to an agent client if an appropriate agent is
7 available, and to a queue if an appropriate agent is not
8 available; and

9 sending telemarketing system information to a
10 supervisor client, said supervisor client comprising a
11 supervisor page for permitting manual adjustment of the
12 queue based at least in part on telemarketing system
13 information.

1 12. The method of claim 11, wherein said manual
2 adjustment of the queue is permitted through the Internet.

1 13. The method of claim 11, wherein said
2 telemarketing system information is sent to said supervisor
3 client through the Internet.

1 14. The method of claim 11, wherein said
2 supervisor page contains a list of each active agent.

1 15. The method of claim 14, wherein said
2 supervisor page further provides access to each active
3 agent's profile.

1 16. The method of claim 14, wherein said
2 supervisor page displays a workload of each active agent.

1 17. The method of claim 16, wherein said
2 supervisor page further provides access to call profiles of
3 calls in an agent's workload.

1 18. The method of claim 16, wherein the workload
2 display for each agent is a plurality of icons
3 corresponding to queued and active calls, said icons being
4 selectable for displaying information about the
5 corresponding call.

1 19. The method of claim 18, said icons further
2 being moveable to reassign a corresponding call to another
3 agent.

1 20. The method of claim 11, wherein the
2 telemarketing system information comprises historical and
3 real-time information.

1 21. A telemarketing system on the Internet /
2 comprising:

3 a. an agent client coupled to the Internet;
4 b. a telemarketing server system coupled to the
5 Internet, said telemarketing server system obtaining a
6 telemarketing request from a customer through the Internet,
7 and routing said telemarketing request through the Internet
8 to said agent client if an appropriate agent is available,
9 and to a queue if an appropriate agent is not available,
10 said telemarketing server system comprising a database
11 storing information about said agent and said customer,
12 said telemarketing server system providing at least a
13 portion of said agent information to a supervisor and at
14 least a portion of said customer information to said agent
15 through the Internet.

1 22. The telemarketing system of claim 21,
2 wherein said telemarketing server system further provides
3 customer information to the supervisor about customers in a
4 queue for said agent.

1 23. A method for providing telemarketing /
2 services through the Internet, comprising the steps of:
3 receiving a request for telemarketing service
4 through the Internet from a customer;
5 forwarding said request through the Internet to
6 an appropriate agent if the appropriate agent is available,
7 and to a queue if the appropriate agent is not available;
8 facilitating the establishment of communications
9 between the agent and the customer; and
10 reporting telemarketing system performance
11 information to a supervisor through the Internet.

1 24. The method of claim 23, wherein said
2 telemarketing system performance information is reported to
3 the supervisor through the Internet.

1 25. The method of claim 23, further comprising
2 the step of providing customer information to the
3 supervisor about customers in a queue for said agent.

1 26. A system for providing telemarketing /
2 services through an Internet interconnecting agents and
3 customers, comprising:
4 means for receiving a telemarketing request from
5 a customer;

6 means for forwarding said telemarketing request
7 through the Internet to an appropriate agent if said
8 appropriate agent is available, and to a queue if said
9 appropriate agent is not available;
10 means for establishing communications between
11 said customer and said agent; and
12 means for reporting information about the
13 performance of said system to a supervisor through the
14 Internet.

1 27. The system of claim 26, further comprising
2 means for providing customer information to the supervisor
3 about customers in a queue for said agent.

1 28. A computer-readable medium storing
2 instructions that, when executed by one or more processors,
3 cause the one or more processors to perform activities
4 comprising:

5 receiving a request for telemarketing service
6 through the Internet from a customer;
7 forwarding said request through the Internet to
8 an appropriate agent if the appropriate agent is available,
9 and to a queue if the appropriate agent is not available;
10 facilitating the establishment of communications
11 between the agent and the customer; and

12 reporting telemarketing system performance
13 information to a supervisor through the Internet.

1 29. The system of claim 28, wherein the
2 activities furthermore comprise providing customer
3 information to the supervisor about customers in a queue
4 for said agent.